

GOLF COURSE MANAGER
NF-1101-04

INTRODUCTION

Works under the general supervision of the Morale, Welfare and Recreation Business Activities Division Director and is responsible for supervising, planning, coordinating and managing the day-to-day operation of a regulation 18 hole golf course, golf pro shop and driving range, restaurant/snack bar and golf maintenance program.

MAJOR DUTIES AND RESPONSIBILITIES

30% Uses knowledge as a PGA Professional to direct and supervise golf operations including an 18 hole course, staff, pro shop, driving range, golf cart rental, specialized equipment and vehicles. Ensures operations are in compliance with Navy Accreditation Standards. Plans and provides hands on coordination for a wide variety of golf and social programs such as tournaments, contests, instruction, dinners, parties and holiday special events. The purpose is to promote participation to attract, engage and retain customers in order to foster a fiscally viable operation. Interacts with customers and assures outstanding customer service in all areas of the program.

15% Responsible for the proper maintenance and upkeep of approximately 125 acres of property, including 18 holes of golf, clubhouse, driving range and parking. Oversees a preventive maintenance program and implements corrective action for facilities, course, equipment, vehicles and carts. Works with the Golf Course Superintendent to plan, schedule and ensures all grounds maintenance and repair work is accomplished in a timely manner.

15% Oversees a food and beverage program including a restaurant, snack bar and mobile cart. Ensures compliance with Navy restaurant standards including quality, safety and sanitation. Coordinates with the MWR Catering Department for private parties and other F&B programming. Ensures pricing is competitive and food/beverages are portioned correctly and attractively presented while maintaining proper COGS%. Enforces proper alcohol serving and control practices.

15% Supervises all Golf Branch employees, to include the Golf Shop, Food & Beverage and golf maintenance department. Responsible for training, recruiting and scheduling staff. Work is reviewed for accuracy, timeliness and compliance with objectives and goals. Evaluates personnel performance, initiates appropriate personnel actions. Provides training and monitors compliance with active safety and hazardous material program.

15% Develops and executes budget criteria for the Golf Operations Division. Promotes effectiveness and efficiency within by analysis of financial data, reviews budgets and submits reports. Ensures financial integrity is maintained, applies cash and asset controls. Uses accreditation and budgetary guidelines to accomplish overall programmatic and fiscal goals and objectives.

10% Performs administrative duties and support through routine submissions, after actions and tracking of data. Submits marketing to fully promote programs and events. Advises supervisors of operations and important developments.

May be required to perform duties of subordinate positions and/or other duties as assigned.

FACTOR I - KNOWLEDGE REQUIRED BY THE POSITION

Minimum three years of specialized experience in the overall management of a golf course to include golf shop, grounds maintenance and food & beverage operation. Must possess or be actively pursuing a PGA Class A status. The incumbent must possess an extensive and detailed knowledge of golf pro shop principles and practices, to include inventory procedures and controls.

Must possess a working knowledge in the principles of accounting, budget preparation, financial management and the ability to plan assignments and supervise subordinate staff. Needs to effectively communicate with others. Must be able to work independently and make sound decisions and judgments based upon facts.

Must have extensive experience in a supervisory capacity and have leadership ability to be able to influence the actions of others in obtaining cooperation and assistance to meet the mission of the Golf Operation.

FACTOR II - SUPERVISORY CONTROLS

Works under the general supervision of the Business Activities Director who outlines overall policies and program objectives. The incumbent works independently within the framework of program objectives, policies and procedures established by the Morale, Welfare & Recreation Department (MWR), and higher authorities. Work is reviewed in terms of accomplishing goals, objectives and satisfaction of program needs for authorized patrons.

FACTOR III - GUIDELINES

Guidelines used consist of a variety of sources in planning, managing, developing, and accreditation standards and guidelines from higher authority related to golf course management in support of a full range of golf programs and the efficient and effective use of internal and external resources. The incumbent must use initiative and judgment in the interpretation of policies or regulations and in developing new or improved criteria when existing guidelines are lacking applicability. The incumbent is the technical authority on the interpretation of guidelines, policies, rules and regulations covering golf program operations. The incumbent must formulate management techniques or practices to accommodate unique or special problems. The work also requires development of alternative procedures and guidelines to supplement higher guidelines.

FACTOR IV - COMPLEXITY

The work consists of assignments that involve planning, managing, developing, improving, and coordinating of work forces and resources; negotiating with patrons on program matters and problems; and providing expert advisory services to management, technical and supervisory personnel within the DOD Component and in the golf program industry regarding military golf program operations. Assignments are diverse in nature and cover a number of unique or special problems or projects. The incumbent makes recommendations concerning changes in program needs.

FACTOR V - SCOPE AND EFFECT

The work involves the development of plans, criteria and policies to include serving in a technical and advisory capacity for all matters related to the management and day-to-day operation of golf program matters and resources. The incumbent works independently resolving a

variety of problems, difficulties, conflicts or issues related to the application and coordination with major program functions within Golf Course Operations and patron needs and satisfaction.

FACTOR VI - PERSONAL CONTACTS

Personal contacts include patrons, local MWR Facilities Maintenance (Structural); Site Managers; private and public Golf Operations Managers; base safety, environmental, hazardous waste and fire officials; local MWR personnel; patrons; community groups or officials; Golf Course Advisory members; Men's and Women's Clubs; vendors; contractors and others. The contacts are not established on a routine bases.

FACTOR VII - PURPOSE OF CONTACTS

The purpose of these contacts is to ensure efficient planning, promote patronage, share information; to gain acceptance and influence patrons' cooperation and attitudes; resolve conflicts among patrons and employees and others. The incumbent must develop rationale and justify expenditures to the Business Activities Director.

FACTOR VIII - PHYSICAL DEMANDS

Work requires walking, carrying, lifting items weighing up to 50 pounds, standing, stooping, bending and sometimes being in uncomfortable positions.

FACTOR IX - WORK ENVIRONMENT

Work is performed both indoors and outdoors under varying weather conditions. Physical exertion ranges from moderate to heavy.

EEO STATEMENT

"Incumbent must ensure that all personnel actions (i.e. selections for promotions, awards, reassignments, training, etc.) are free from discrimination based on race, color, sex, age, religion, national origin, or any other non-merit factors.

I have read and understand the above position description.

Signature

Date